

# **Telecommunications Maintenance Supervisor I & Telecommunications Maintenance Supervisor II**

## **Office of the Chief Information Officer Training and Experience Evaluation**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Office of the Chief Information Officer's Telecommunication Maintenance Supervisor I & II examination consists of a Training and Experience assessment used to evaluate your education, training, and experience.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

### **Section 1: Telecommunications Maintenance Supervisor I & II- Tasks**

#### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

#### **Years of experience**

I have performed this task for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

#### **Level at which the task was performed**

- Supervised others on task
- Performed task as a lead or trained others on task
- Worked independently on task

- Worked under direction on or assisted others with task
  - Not performed
1. Supervising the installation of public safety communications systems to ensure functionality.
  2. Supervising the repair of public safety communications systems to ensure functionality.
  3. Supervising training efforts regarding public safety communications systems.
  4. Developing procedures for the installation, maintenance, and/or repair of public safety communications systems.
  5. Participating in dispute resolution with staff, customers, and the organization.

## **Section 2: Telecommunications Maintenance Supervisor I & II – Knowledge and Abilities**

### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

### **Years of experience**

I have applied this knowledge or ability for:

- More than 5 years
  - More than 3 years and up to 5 years
  - More than 1 year and up to 3 years
  - More than 6 months and up to 1 year
  - 0 to 6 months
6. Knowledge of the techniques used in the installation and modification of communications equipment (e.g., soldering, connectorizing, interpreting schematic diagrams).
  7. Ability to modify and assemble communications equipment to properly interface with communications systems in accordance with manufacturer specifications and engineering instructions.
  8. Knowledge of the methods of repair, diagnosis, and maintenance of communications equipment and systems at the component level to ensure proper operation.

9. Knowledge of troubleshooting techniques for communications equipment and systems at the component and system level to resolve equipment operation problems.
10. Knowledge of operational configurations of hardware (e.g., consoles, logging recorders, repeaters/base stations) within communications systems to ensure proper operations and meet client needs.
11. Knowledge of structured cabling associated with communications systems to successfully interconnect various pieces of equipment.
12. Knowledge of the laws, rules, and regulations of the Federal Communications Commission relating to radio and microwave communications to ensure compliance.
13. Knowledge of safety procedures with regards to climbing, carrying, and lifting to reduce risk of injury.
14. Knowledge of safety procedures associated with hand and power tools (e.g., soldering, drills, grinder) to reduce risk of injury.
15. Knowledge of safety procedures associated with traveling (e.g., snowcat, vehicles, snowshoes, boats, helicopters) to reduce risk of injury.
16. Knowledge of safety procedures applicable to working with electrical energy (e.g., radio frequency radiation exposure, electrical shock) to reduce risk of injury.
17. Knowledge of electrical static discharge safety procedures to prevent damage to electronic components.
18. Ability to use basic algebra and electronic formulas to prepare various reports, summaries, and to perform electronic calculations.
19. Ability to utilize applications software to prepare reports, memos, and other correspondence.
20. Knowledge of the management and maintenance requirements of servers, hosts, and networking systems.
21. Knowledge of digital transmission formats (e.g., DS3, DS1, DS0, T1) and protocols (e.g., B8ZS, Voice Over Internet Protocol, Radio Over Internet Protocol) to meet communications needs.
22. Knowledge of antenna system testing methods (e.g., wattmeter, return-loss-bridge, spectrum analyzer) to ensure that antenna system components (e.g., isolators, cavities, coaxial cable, antenna) are operating within design specifications.
23. Ability to interpret and clearly communicate policies, procedures, rules, and/or regulations to departmental employees and other government agencies.
24. Ability to interpret and analyze test results, computer printouts, and trouble reports to determine possible equipment repair needs and/or required repair methods.
25. Knowledge of effective supervisory principles, practices and techniques to plan, oversee, and direct the work activities of personnel.
26. Ability to facilitate meetings (e.g., area, shop, client) and discussions to ensure participants are active and remain focused and on topic.
27. Knowledge of the methods used to diagnose, configure, and repair computer based communications systems to ensure operability and meet client needs.
28. Ability to read and comprehend technical manuals, schematics, drawings, manufacturer specifications, and troubleshooting guides.
29. Knowledge of methods used to create/edit drawings, schematics, or other documentation that illustrate layouts of equipment (e.g., electrical distribution, site

access maps, special site considerations and needs, interconnect drawings) to maintain accurate records.

30. Ability to interpret statistical data to develop guidelines, reports, and various summaries.
31. Knowledge of the methods for diagnosing radio, microwave, and communication system problems at the component and system level to ensure operability of equipment.

### **Section 3: Telecommunications Maintenance Supervisor II (only)- Tasks**

#### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

#### **Years of experience**

I have performed this task for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

#### **Level at which the task was performed**

- Supervised others on task
- Performed task as a lead or trained others on task
- Worked independently on task
- Worked under direction on or assisted others with task
- Not performed

32. Developing policies regarding the installation, maintenance, and repair of two-way radio and emergency warning equipment into public safety vehicles to ensure compliance with State and Federal law and to meet client needs.
33. Developing policy to ensure safe and proper operation of fleet service vehicles (e.g. snowcats, trucks, 4-wheel drive) in accordance with State policy.

34. Managing and scheduling regional workload demands to ensure that work assignments and projects are completed in compliance with policies and procedures to ensure client needs and project requirements are met.
35. Coordinating with agencies at the policy level during scheduled and unscheduled maintenance to minimize service interruptions.

#### **Section 4: Telecommunications Maintenance Supervisor II (only)- Knowledge and Abilities**

##### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

##### **Years of experience**

I have applied this knowledge or ability for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

36. Ability to act as a focal point in resolving labor relations matters affecting telecommunications maintenance staff.
37. Ability to determine the method to disseminate technical and policy information to statewide staff.
38. Ability to direct a complex statewide telecommunications maintenance program.